

Your NatWest Group interview



We've created this interview guide so you know:

- What to expect
- How to prepare
- What to bring with you
- How to contact us

What to expect: We want to find out more about you, and why you want to work for NatWest Group. We'd also like to understand your approach to work, and we'll ask you questions that allow you to evidence your skills and experience. Here's what we'll cover:

Motivational fit questions

We'll start by asking you what you know about the role, and why you want to work with us. You'll find lots of information on [NatWest Group Careers](#), [natwestgroup.com](#), news websites and social media.

Competency based questions

We use competency based questions to understand your behaviour in a work environment. We have a framework called 'Critical People Capabilities' which outlines how we expect our people to behave at work, and you should read them to help you understand what behaviours we'll look for during the interview. [You'll find them at the end of this document.](#)

Role specific questions

We'll also ask you some questions specific to the role. You'll need a good understanding of what's involved so you can demonstrate the skills and experience we're looking for.

How to prepare

Competency based questions ask you about real-life situations you've been through. Think about specific examples and achievements from previous experiences at work, school, university, volunteering, or in your personal life, that demonstrate 'Critical People Capabilities'. They should be from the past 18 months, and you should use different examples for each question.

You're welcome to bring notes and we encourage you to take your time and think about your answers before giving them. You can go back to previous questions if you remember something important, or ask us to repeat a question if you're unsure or lose track.



The STAR Technique – a well known way to prepare and answer competency based questions

Situation: Set the scene. Consider the situation, and any background information the interviewer/s should know.

Task: What was the task you had to complete as a result of the situation you've described?

Action: Describe what you did to tackle the task. How did you do it? Why did you do it, and what method/s did you take? How did you go above and beyond what your role asked of you?

Result: As a result of your actions, what happened? What was the immediate impact, and the mid to long-term impact? What would you do differently next time and what did you learn?

Some interviews include a practical exercise

We'll let you know if you're going to be asked to complete a practical exercise, case study or role play. You'll have a full brief on the day, with time to prepare.

Questions for us

The interview isn't just an opportunity for us to get to know you better; it's your opportunity to see if we're right for you. You can ask us more about the job, culture, team, training, progression, or anything else you'd like to know.

And if you'd like some more help

You'll find more interview hints and tips on our [application advice pages](#).

What to bring with you

If you don't already work for us, you'll need to bring your National Insurance number and your proof of right to work in the UK:

Proof of right to work

For UK citizens and EU members

- Current passport OR
- Expired passport AND proof of identity e.g. driving licence, OR
- Full A4 birth certificate AND proof of National Insurance number and proof of identity e.g. Driving licence

For non-EU members

- Current passport AND EITHER
- Visa details (found in passport) OR
- Visa biometric card

National Insurance number

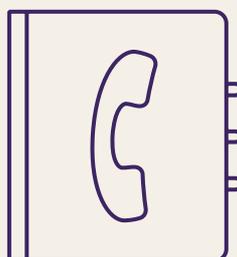
- You'll need to give us your National Insurance number, but you won't need to bring evidence with you unless it forms part of your proof of right to work. You can normally find it on a payslip or tax letter.

How to contact us

If you need any adjustments for your interview, please let us know and we'll support you.

And if you've any questions about your interview, please reply to your interview confirmation email.

Best of luck, and we look forward to meeting you!



Critical People

Capability Behaviour

Definitions

Themes



Improver Innovator

Generates and progresses new ideas, ways of working, and improvements for customers. Learns from experience. Has a desire for NWG to do the best for our customers. Has a digital mind-set and makes the most of technology.

- Idea generation and innovative ways of thinking and working for customers
- Learns from experience and experiments
- Digital/Technological mind-set
- Continuous improvement



Change Ready

Active participation in change, comfortable with ambiguity and self aware. Focused on wellbeing and resilience. Adaptable, curious, and open to learning. Works at pace when required.

- Resilience and wellbeing
- Learning organisation; Develops self, curious to learn, shares learning
- Positive orientation towards change and ambiguity, shows adaptability
- Working at pace, and still delivering quality work



Critical Thinker

Understands the bigger picture, uses information, data and insight to solve problems and make decisions with colleagues and customers in mind. Attention to detail, and simplifies complexity.

- Information and data gathering, researching and using insight
- Problem solving and decision making
- Challenging decisions of others appropriately, and openness to challenge
- Focus on detail – balances attention to detail, and broader thinking
- Strategic thinking and makes connection to bank purpose, goals and risk appetite



Connected

Collaborates across boundaries. One-bank thinking with highly effective team working. Shares knowledge, supports others, values differences and inclusivity, and promotes fairness. Supports and serves the community.

- Positive about collaboration, collaborates purposefully
- Values differences, Inclusion and diversity
- Coaching & feedback
- Communication, sharing knowledge and information and influencing
- Supports/serves community



Trusted Advisor

Credible and knowledgeable. Keeps expertise up to date, and brings outside thinking in. Has high ethical standards. Builds trusted relationships underpinned by warmth, empathy and emotional intelligence. Looks to deliver the right outcome for customers.

- Relationship build and trust
- Empathy and emotional intelligence
- Ethical standards; doing the right thing
- Building expertise and demonstrating credibility
- Environment scanning with the customer in mind